004604:skb
424350-105006
10/07/2003

To: Interviewer

Re: GIS Manager

Attached is the job description for GIS Manager and applicant resumes as well as interview schedules listed below. Should you need to change your time due to a conflict, please let me know as soon as possible because travel is involved with two candidates.

Jerri Delriesgo - Wednesday, October 8th
11:30 a.m.- Richardson
2:00 p.m. - Metts
2:30 p.m. - Cowan
3:00 p.m. - Whiting

Mary Adams - Thursday, October 9th
12:30 p.m. - Metts
2:00 p.m. - Cowan
2:30 p.m. - Whiting (tentative)
3:00 p.m. - Richardson

Ava Slaughter - Wednesday & Thursday, October 8 & 9th
Wed 10:30 a.m. - Cowan
Wed 11:00 a.m. - Metts
Wed 2:00 p.m. - Whiting
Thurs 4:00 p.m. - Richardson

Stacey K. Brown
Human Resource Coordinator
832-239-3733
3-3733

October 7, 2003

JONES DAY
HOUSTON OFFICE

JOB DESCRIPTION

Job Title:	Manager of Global Information Services Department	**FLSA Status:**	Exempt
Department:	Global Information Services	**Reports To:**	Office Administrator, with guidance from Firm-wide Director of Global Information Services
Schedule:	8:30 am - 5:00 pm, M-F Evenings and Weekends as required		

General Summary: Under supervision of the Office Administrator and following prescribed departmental Office and Firm procedures, the Manager of Global Information Services (GIS) for the Houston Office is responsible for the technical and operational oversight and support of Office computer systems and equipment. The GIS Manager is expected to demonstrate initiative, set priorities for the GIS Department, ensure timely and accurate completion of assignments, and oversee compliance by those in the GIS Department with Firm and Office policies and procedures. The GIS Manager is expected to maintain expertise in the tasks and services provided by the GIS Department, and to work on, as well as delegate, tasks assigned to the Department. Further, the GIS Manager is expected to serve as a positive role model for the GIS staff, providing on-the-job training and mentoring, and promoting staff development. The GIS Manager is expected to perform all job duties with a commitment to providing superior service to clients, producing quality work products, and maintaining an atmosphere of teamwork and continuous improvement. Above all, the GIS Manager must fulfill the needs of the Office in a manner that is consistent with the Firm's visions and values.

Essential Duties and Responsibilities (duties are performed throughout every work day, as necessary) :

- Maintain overall responsibility for Office computer systems and equipment to ensure that equipment is operational. Assure that technology adequately meets client, lawyer and staff requirements.
- Implement, at the Office level, Firm technology standards, policies and programs.
- Set priorities and coordinate daily workflow for the department, ensuring quality of work and timely completion of assignments during regular business hours and on an overtime/weekend staffing basis.
- Participate in the full range of departmental technical activities, including coverage of other staff's primary responsibilities in their absence.

- Monitor department productivity; develop and implement procedures to optimize effectiveness; ensure that space, equipment and technology are used effectively.
- Oversee department personnel and monitor attendance and performance issues; conduct conferences with assigned staff regarding such issues, as needed.
- Serve as mentor to assigned staff and assist in staff development; implement standards of excellence and customer service; and with the guidance of the Office Administrator, provide assigned staff with an understanding of future expectations and initiate changes needed to meet them.
- Resolve problems when possible, and, as necessary, report problems to others in the Office or department in a timely manner.
- Maintain a professional and courteous manner at all times, contribute to constructive resolution of conflicts within the assigned department and between the department and others in the Office and Firm.
- In conjunction with the Office Administrator, ensure the department's compliance with Office and Firm policies and legal obligations. In particular, demonstrate a general understanding of leave and payroll issues, as well as medical and disability law and policies, and show an unequivocal commitment to equal employment opportunity.
- Prepare and monitor departmental budgets and expenditures, and ensure that vendors provide cost-effective goods and services.
- Equitably distribute available resources among end-users.

Other Duties (duties are performed periodically, as necessary):

- Under the direction of the Office Administrator and Firm Director of GIS, evaluate current contracts and research alternative providers for goods and services; evaluate bid proposals and make recommendations on contracts.
- Coordinate and work as a team with other departments and workgroups to provide necessary services to lawyers and clients.
- Evaluate assigned staff and participate in their annual performance reviews.
- Develop long-term plans and goals for the Department in cooperation with the Office Administrator and Firm Director of GIS.
- Participate in available professional development activities; monitor publications and other sources of information for trends affecting the Department's performance.

- Consult with clients on technical issues relating to their computer interaction with Jones Day.
- Conduct orientation for all new attorneys, legal assistants and staff.
- Represent the Firm and the local Office technology needs.

Essential Knowledge, Skills and Abilities:

- A highly-developed and practical sense of law firm technology requirements, including end-user and client needs.
- A broad Novell NetWare-based hardware and software.
- An understanding of local area network topologies.
- Practical knowledge of PC hardware and software and the ability to troubleshoot problems relating thereto.
- Basic knowledge of human resources policies, practices and legal requirements.
- Ability to read, write and speak English.
- Excellent written and oral communication skills, including grammar, spelling and punctuation.
- Ability to read, comprehend and follow instructions.
- Thorough knowledge or Firm's computer-based work processing software.
- Thorough knowledge or Firm's e-mail system.
- Proficiency on office equipment used on a regular basis including computers, printers, copy machines, facsimile machines and telephones.
- Ability to work independently, take initiative, set priorities and see projects through completion.
- Ability to meet deadlines and respond to changing priorities.
- Ability to handle many tasks simultaneously.
- Ability to work with a wide range of people in a team setting.
- Ability to establish effective working relationships within the department, Office and Firm.

- Ability to establish effective working relationships with clients, vendors and others outside the Firm.
- Ability to perform mathematical functions - add, subtract, multiply, divide, percentages.
- Strong service orientation.
- Strong leadership skills and willingness to function as a role model within the Office.
- Strong organizational and time management skills, including the ability to organize self and others.
- Excellent judgment and common sense.
- Strong analytical and problem solving skills.
- Commitment to professional growth.
- Commitment to the Office and Firm.

Physical Requirements:

- See.
- Hear.
- Speak.
- Crouch.
- Bend and twist at the waist.
- Walk.
- Ability to lift 40 pounds, often repeatedly.
- Ability to push or pull a loaded cart weighing 60 pounds.
- Duties performed may be in aisles, open areas and compact rooms.
- Duties are performed using repetitive finger, hand and arm movements.
- Duties require fine manipulation (typing).
- Duties require simply grasping (files, documents, telephone, writing instruments).
- Duties may require combinations of the above movements.

Educational/Job Experience Requirements:

- Four year college degree, or equivalent work experience.
- Minimum of 5 years experience in a computer-related field, or 3 years experience in a law firm Information Services Department.

Educational/Job Experience Requirements preferred but not required:

- Previous supervisory experience.

This document describes the general content of and requirements for the performance of this job, but is not an exhaustive statement of essential functions, responsibilities or requirements. Moreover, the description excludes the marginal functions of the position that are incidental to the performance of fundamental job duties. Employees are expected to follow any job-related instructions and to perform any other job-related duties requested by their supervisor.

Requirements are representative of minimum levels of knowledge, skills and abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently. Individuals with disabilities are accommodated in accordance with the Americans With Disabilities Act.

This document does not create an employment contract, implied or otherwise. Employees in this positions are employed "at will."

Resumes

JONES DAY
41 SOUTH HIGH STREET • SUITE 1900
COLUMBUS, OHIO 43215-6113
TELEPHONE: 614-469-3939 • FACSIMILE: 614-461-4198

WRITER'S DIRECT NUMBER:
(614) 469-3615
jjdelriesgo@jonesday.com

JP963105

September 30, 2003

Ms. Stacey K. Brown
Human Resources Coordinator
Jones Day Houston
Chase Tower, Suite 6500
600 Travis Street
Houston, TX 77002-3008

Re: Houston Office GIS Management Position

Dear Stacey:

Enclosed is my resume for the Jones Day Houston Office local GIS manager opening. I feel I would be an excellent choice for the following reasons:

From my previous six years of secretarial experience with the Firm, I know how the lawyers work and the types of tools they need to best serve their clients. In addition, I recognize when urgency has to come into play to meet client deadlines or serve clients who may be visiting our offices. Combining my legal background with my technical experience is an asset that a candidate specializing only in technology cannot bring to the table.

Second, my four years of GIS experience in the Columbus Office has provided me with a solid history knowledge of Jones Day's infrastructure. Having this background will be beneficial as the Firm moves forward in technology. The lawyers and staff are our customers and solid customer service translates to a higher quality legal service to our clients.

Finally, I have had supervisory experience in previous positions. Using what I learned in the military and receiving guidance from the Houston Office Human Resource Coordinator and Office Administrator, I feel I can provide leadership to future GIS staff.

I look forward to the opportunity to meet with you and discuss my qualifications further.

Sincerely,

Jerri J. Del Riesgo

Jerri J. Del Riesgo
GIS Support Specialist

Enclosure

JERRI DELRIESGO

4504 Kriggsby Blvd., Hilliard OH 43026
(614) 777-1357

EXPERIENCE

Jones Day (1993-Current) Columbus, OH

Global Information Services Support Specialist (January 1999-Current)

- Provide deskside technical and operational support for 180 networked employees.
- Install, replace and troubleshoot peripherals; such as mouse devices, keyboards, scanners, printers, cd burners, zip drives, personal data devices, LCD projectors and other miscellaneous hardware.
- Build and maintain firm-issued PCs and laptops; work with user on installing necessary software and setting up PC specific to user's needs.
- Troubleshoot network problems and end-user connectivity issues.
- Diagnose hardware issues; repair at office level or arrange for vendor repair.
- Distribute and move workstations as users relocate within office.
- Assist Trainer on end-user software training and functionality.
- Train laptop users on remote access, document management and accessing system when not connected to the network.
- Work closely with Firm GIS departments on software updates, changes and subsequent issues with new installations, including after normal work hours assistance.
- Volunteer as pilot user on new software implementations and provide feedback to Firm GIS.
- Train and mentor other GIS personnel.
- Assist clients and office guests with in-house technical requirements and requests.
- Arrange presentations, video conferences, Sametime Connect collaborations and webcasts.
- Research internet for technical requests and support.
- Maintain local servers and prepare backup tapes for rotation.
- Update virus protection and service packs on non-Jones Day PCs utilized within the office (i.e., Equitrac, Tellog).
- Work closely with Firm NOS to troubleshoot network problems.
- Maintain Tellog Time Manager reports for Office Administrator.
- Maintain detailed hardware inventories, peripherals, and computer supplies.
- Develop and update technical training materials and data forms.
- Maintain fax queue and required financial reports; troubleshoot physical fax machine problems and engage service by vendor; update speed dials, time changes and direct dial forms; renegotiate maintenance contracts.
- Attend technical training classes and seminars on and off-site and at other Jones Day offices.
- Travel to other Jones Day offices to assist with new software/hardware rollout, testing and implementation as requested and approved by local Partner-In-Charge.
- Assist other Jones Day offices with technical support and troubleshooting issues as requested.

Legal Secretary (October 1993-January 1999)

- Provide administrative support for three partners and two associates.
- Prepare, review and edit various legal documents and forms.
- Interact closely with clients and outside counsel regarding legal issues.
- Arrange meetings, prepare itineraries, research and troubleshoot travel issues.
- Setup conference calls, collaborations and meetings.
- Prepare expense reports; review and edit client billing proformas.
- Work closely with staff regarding document production and status.
- Train and mentor new secretaries.
- Work with GIS department on new hardware rollouts.
- Summer internship to learn about GIS practices and procedures.
- Utilize office equipment such as PCs, copiers, printers, scanners and dictaphones.
- Travel to other Jones Day offices to assist attorneys with document production.

United States Army (1982-1993) United States/Central America

Administrative Assistant/Medic

- Served 11 years as an Administrative Specialist and Medic in the United States Army, the United States Army Reserve and the Ohio Army National Guard.
- Assistant to Battalion Colonel in Training Brigade at Ft. Jackson, S.C. Supervised three clerks and trained new soldiers on administrative functions.
- Field Sergeant in Honduras, C.A.; responsible for the training and supervision of two clerks and five reservists on eight-week rotations during a nine-month period.
- Awarded various honors and medals. Received an Honorable Discharge.

SOFTWARE/HARDWARE

- Operating systems (Windows98, 2000, NT), Office97, 2000, DOS, Novell, as well, but not limited to, various other software packages utilized by Jones Day. Personal computers, laptops, printers, scanners, CD burners, digital cameras, LCD projectors, elmos, video conference equipment, network hubs, servers and other hardware.

EDUCATION

The Ohio State University, Franklin University and Columbus State Community College

- Continuing education toward degree in Computer Programming and Network Administration. GPA 3.75.
- Attend technical classes through various on-line programs as well as seminars and workshops.

COMMUNITY INVOLVEMENT

- PTO Chair. Train and supervise volunteers on publishing shop equipment; maintain inventory; assist other Chairs and departments as needed.

Jerri Del Riesgo
Columbus GIS

Distributed by Delriesgo @ interview.

Managers of the firm should also be leaders:

be proud of your dedication to the firm - it shows and is contagious
take initiative - be proactive to avoid unnecessary problems
enjoy participation in firm projects and initiatives
provide prompt and accurate feedback to OA and Firm GIS
volunteer to test new products in early stages (pilot office)
set a "strong work ethic" example for staff
  remember you are "privy" to personal confidential user information
  be courteous and respectful - not intimidating
  respond to VMs and e-mails diligently
be positive and show "good attitude" - that you really do care
give daily "face time" - be social - but not intrusive
need to earn the respect of other staff members
understand user's concerns - each user is equally important and deserves respect
be aware of "atmosphere" and the feelings of attorneys & staff toward GIS
remember ethical and moral obligations
attend classes, seminars, keep skills refined and fresh

GIS needs to be focused on how the lawyers work and what their needs are to best serve the clients and remain competitive, yet cost-effective:

weigh benefits (or downside) of video-conferencing vs. traveling
sametime connect collaborations vs. traveling to other JD offices
be aware of presentation options for trials available at firm level (vs. outsourcing)
  CL and WA have excellent resource depts. for litigation
keep apprised of technology advances in courts
(i.e. e-filing availability (now doing in Northern/Southern Courts in Ohio)
SOS are also transitioning to on-line registration
train legal assistants and lawyers on how to utilize equipment available locally
if you don't know something - get the info - and get it right
solicit feedback (get suggestions, address concerns...)
work closely with Trainer on software upgrades and changes and available training resources for users

JP002000
424250-105012
10/06/2003

To: Stacey K. Brown and Kevin Richardson

Re: Global Information Services (GIS) Manager Position
Jones Day Houston Office

Enclosed please find a current resume in response to the Job Posting for a Global Information Services (GIS) Manager for the Houston Office.

I have been acting in the capacity of GIS Manager since Bayko Gibson merged with Jones Day. I am listed as such in the Firm's directories and currently participate in GIS Managers' conference calls and activities.

Since Joining Jones Day, I have fulfilled the responsibilities of the position in a competent and professional manner and have received above average evaluations in annual reviews. I have performed beyond the expected requirements of this position and have made several significant contributions to the Firm.

I appreciate your consideration and look forward to meeting with you further to discuss my qualifications as they relate to the Houston GIS Manager's position.

Ava Slaughter
(832) 239-3735
3-3735

October 6, 2003

Enclosure

AVA SLAUGHTER

3279 Hunters Glen
Missouri City, TX 77459
Email: aslaughter@jonesday.com

281.835.3935 (Home)
832.239.3735 (Work)

SUMMARY: Goal oriented IT professional with 15 years of legal experience and 13 years of demonstrated experience in networking, project management, database administration, hardware and software troubleshooting and user support. Novell certified.

PROFESSIONAL EXPERIENCE

Jones Day — Houston, TX

TECHNOLOGY SUPPORT SPECIALIST (1/2001 - Present)

Handle day to day operations of all voice and data systems for the Houston Office which includes network maintenance, system troubleshooting, telecommunications and desk side hardware and software support. Answer and report to Office Adminstrator. Participate in all GIS Managers' conference calls and activities.

- Assisted with the migration of the Firms' document management system from Docs Open to Imanage. Provided support in the troubleshooting and resolution of post migration problems.
- Trained, mentored and supervised Trainer/GIS Support staff member and delegated work assignments. Coordinated vacation schedules. Interviewed job candidates; participated in the hiring and evaluation process of Trainer/GIS Support staff member.
- Coordinated file conversion of thousands of documents from MS Word 2000 to Word 97 using DocX Tools.
- Simultaneously managed Bayko Gibson and Jones Day network(s).
- Handled phone wiring cross connects, and all Adds, Moves and Changes for 68th floor expansion project.
- Respond to client requests made directly, over the telephone and through the use of the GWI Trouble Ticket Database.
- Planned, coordinated and implemented the retirement of old Bayko Gibson system (hardware and software).
- Assisted in needs assessment, capacity planning and integration of old and new network hardware and software.
- Build, configure and install desktop and laptop computers. Install standard JDRP wave applications. Deploy equipment. Install peripheral equipment and devices as required.
- Configure Palm and Blackberry PDA's to synchronize with Lotus Notes.
- Conduct CallPilot voicemail training and Nortel phone training for all new hires.
- Coordinate with Firm and Regional GIS employees for information regarding various software/hardware initiatives.
- Complete audits; assist with operating budgets and handle the procurement of software and hardware that support the Firm's business objectives.
- Submit Admin Requests for new users, fobs, printers, and other network related issues to System Administration Services.
- Train laptop users on the use of the Jones Day portal via Ipass Connect.
- Schedule hardware repairs with outside vendors as required.
- Perform hardware upgrades and repairs including, but not limited to, hard drive, memory and DVD installations.
- Problem analysis and resolution to solve end user support issues.
- Install Microsoft patches and virus-scan updates on Windows NT 4.0 server.
- Act as liaison between users, Network Operations, SAS and third level support personnel in Cleveland.
- Maintain Option 11C phone switch for the office. Responsible for all phone programming, wiring, and maintenance of phone sets.

Bayko Gibson Carnegie Hagan & Schoonmaker, LLP — Houston, TX

DIRECTOR OF INFORMATION SYSTEMS (12/1997 - 1/2001)

Managed all aspects of the Firm's technology infrastructure, which included networking, PC's, laptops, and peripheral hardware and software. Answered to Firm Managing Partner. Managed day to day operations of 6 person staff. Directed the planning, development, implementation and support on all systems to provide the best possible solutions. Responsible for budgeting, systems design, procurement, troubleshooting and maintenance. Responsible for the selection, training, delegation of work assignments and the recommendation of departmental and contract personnel. Supported multiple trial teams, allocated Firm technological resources between them.

- Planned Firm-Wide migration from Office 95 to Office 2000 and Windows 95 to Windows 98. Provided support for all related integration and compatibility issues.
- Designed and implemented standard desktop and laptop models. Conducted product testing for PC's and laptops.
- Diagnosed all LAN/WAN connectivity issues; NIC's, hubs, switches, patch panels, routers, DHCP and static IP's.
- Project management for all PC rollouts, migrations and conversion projects.
- Assisted with Novell NetWare 4.1 to 5.0 NDS migration.
- Created custom Windows 98 desktop configuration for use with Tabs Accounting System (Dos based).
- Evaluated potential network products and resolved network issues.
- Responsible for all hardware and software warranties, maintenance contracts and licensing agreements.
- Implemented ADSL for high speed Internet access firm wide. Installed and configured all associated equipment.
- Installed and configured peer-to-peer LAN for satellite office - Intellectual Property section.
- Coordinated equipment moves and all network CAT5 wiring installations for Firm expansion to 65th floor.
- Developed test plans and managed all computer related Y2K compliance issues.
- Installed and configured disk caching CD/DVD tower, Snap Server, Netopia router, hubs, switches, scanners and Dell servers.
- Negotiated and managed software and service contracts.
- Installed and configured all network printers in a NetWare 5.0 environment using NetWare Administrator and HP Jet Admin.
- Established workstation, user and remote management policies.
- Installed ZenWorks ver. 2.0 and configured client workstations. NDS workstation registration and import.
- Installed and configured Windows NT 4.0 server and integrated into mixed environment.
- Configured and installed Novell Client 32 on Windows 98, 95 and NT 4.0 desktops and laptops.

- Installed a host/remote system using PcAnywhere, which allowed remote users to access litigation support imaging database, client files and internal e-mail from any location via dial-up or TCP/IP connection.
- Installed firmware updates, dat file updates and applied variety of software patches as required.
- Configured multi-port NWC server for remote computing that provides NASI and PPPRNS connections.
- Supported activities for two branch offices - Chicago and NY.
- Assist local and remote system users with hardware and software problems. Provided network design and support.
- E-mail administration and web site development.
- Setup PcAnywhere host PC using static IP addressing for remote access to legacy accounting system.

Coastal Corporation (Legal Division) Houston, TX
SYSTEMS ADMINISTRATOR (02/96 - 12/97)
LAN/WAN administration, which involved setting up new users, changing passwords and monitoring system storage; handled system backups and performed network maintenance as required. Provided software support for various network-based applications. Ethernet protocol, 250-user network.

- Provided technical support to LAN/WAN users in a Novell 3.12/Unix environment.
- Created, maintained and removed network accounts. Assigned user rights, managed security and created drive mappings.
- Provided software support on desktop applications including FoxPro for Windows, Lotus 1-2-3, WordPerfect 6.1, GroupWise 4.1, GroupWise Remote and MS Word running on Windows 95 and Windows 3.1.
- Coordinated hardware installs, moves and wiring requests.
- Managed Windows 3.1 to Windows 95 Operating System upgrade project for all users in the legal division.
- Assisted in the design and implementation of a client/server application using Oracle RDMS.
- Performed PC and printer upgrades and maintenance. Installed and configured software as required.
- Verified workstation updates using Intel Lansight remote control software.
- Developed WordPerfect 6.1 macros.
- Scheduled the installation of weekly updates using Wininstall.
- Assisted users with Citrix remote access issues.
- Created client trouble tickets using Heat Helpdesk System.
- Performed daily network backup and restore operations on Novell servers using ARCServe.
- Maintained network records, diagrams and equipment inventory documentation.

Holtzman,Urquhart, Bayko & Moore, PC Houston, TX
ASSISTANT NETWORK SUPERVISOR (08/90 - 12/95)
Assisted in the management of IS section of HUB & M. Novell LAN, 100-user network, token ring protocol. Reported and answered to department Director. Duties included new user setup, software installation, hardware and software troubleshooting help desk, vendor contact and database programming. Responsible for the delegation of work assignments to departmental staff and contract personnel.

- Developed and maintained relational databases and trial support databases using R:base and MS Access.
- Learned the fundamentals of Visual Basic to assist in quality control on database programming projects.
- Supervised scanning technicians and input personnel.
- Assisted with network cabling and client software installations.
- Assisted with departmental policy and procedures manual.
- Conducted individual and group training sessions on R:Base RDMS, Discovery Base, Summation, MS Access and Abacus Law.
- Assisted with product evaluations and recommendation.
- Network archiving, system backups, client, fax and communication server support.
- Maintained system security and reported security violations.
- Handled asbestos litigation index and docket – 30,000+ cases and files.
- Created login scripts.
- Workstation and printer installations, configuration, relocation and repair.

EDUCATION

2000	C-Trec, Houston, TX Supporting Desktops using ZenWorks
1998	New Horizons, Houston, TX Integrating NT 4.0 & Novell NetWare
1997	Executrain of TX, Inc. Supporting Microsoft Windows 95
1996-1997	People's College of Independent Studies, Kissimmee, Florida Personal Computer Programming
1994	Technology Education Center, Houston, TX Novell 3.12 System Manager Training
1987-1988	Center for Advanced Legal Studies, Houston, TX Paralegal Studies: Courses in Litigation, law office management I & II computer aided research, business organizations, commercial and criminal law. Also accounting, legal drafting and investigations. Paralegal Certificate, GPA 3.4

AFFILIATIONS
Member - Hal PC
Member - Association of Information Technology Professionals

Mary M Adams
Extension 6-1035

09/24/03 03:23 PM

To: Stacey K Brown/JonesDay@JonesDay
cc:
Subject: Application for GIS Manager

Hi Stacey,

Thanks very much for calling me back so quickly today. I have attached my resume for you to use in your consideration of my application for Houston's GIS Manager.

I have a very extensive IT background which includes a large variety of hardware and software experience, and also participation in and management of special Project Teams both at Jones Day and other companies. My hardware background includes pc's, servers, cabling, switches and hubs, and during my time with my previous employer (Manco) I implemented an entire infrastructure upgrade including fiber to the desktop for a 300+ node network.

I have also implemented and supported a large number of software applications, providing 1st, 2nd and 3rd level support to end-users and other technical staff. At Manco I managed several upgrades including an upgrade from Windows 3.1 to Windows 98 and an upgrade from Lotus cc:Mail to Lotus Notes. These projects included pilot, and deployment phases, and also creating end-user training documentation and providing formal classroom training to all employees. Here at Jones Day I participated on several iManage teams during the pilot and deployment phase, including creating, staffing and managing the 2nd level Call Center during the deployment phase of the project.

I enjoy working with both end-users and upper-management and have always been highly praised for my ability to communicate at a level appropriate for the audience I am addressing. I feel that one of my strongest abilities is in effectively troubleshooting issues and thinking outside the box in creating work-arounds or solutions to these issues. I am also able to step in to lead any project confidently, while at the same time working with other participants rather than against them.

IT management is a next logical step in my career, and your GIS Manager position sounds like an ideal fit. I am very confident that these skills combined with my strong work ethic and aggressive pursuit of both personal and corporate goals make me an ideal candidate for this position. I look forward to speaking with you next week to elaborate on my skills and experience or to answer any questions you might have.

Thanks again for your consideration.

resume.doc

Mary M. Adams ♦ **Jones Day** ♦ 901 Lakeside Ave ♦ Cleveland, Ohio 44114
Global Information Services ♦ Infrastructure Distribution Services ♦
North American Regional Team ♦ Technical Services Analyst
Internet Email: mmadams@jonesday.com ♦ Phone: (216) 586-1035

Mary Adams

OBJECTIVE

To obtain a fast-paced, challenging position where I can utilize my extensive hardware and software skills, supervisory experience, excellent people skills and ability to achieve aggressive personal, departmental and corporate goals.

EXPERIENCE

JONES DAY
Cleveland, Ohio
2001 - Present

2002 - Present — Technical Services Analyst

Responsible for providing extended support and communication for all 13 Jones Day North American offices. Act as an in-house advocate between local offices and Firm personnel. Field calls and escalate issues to appropriate groups, then provide follow-up until issues are resolved. Also participate regularly on special projects within the global GIS team. Coordinated office expansions/relocations for several offices including San Francisco and Chicago, ensuring that local personnel and Firm GIS personnel worked smoothly to meet deadlines.

I have participated on several key teams, including communication, hardware and deployment teams for Jones Day's iManage implementation. I worked with Jones Day's disaster recovery team to create and implement alternate connectivity models during Irvine's extended network outage in January 2003. Have also provided hands-on support during several office moves/expansions.

2001 - 2002 — Process Analyst

Responsible for analyzing Jones Day's IT practices and procedures and making recommendations for changes or improvements. Worked closely with various departments and managers to define documentation standards as well as validation and verification processes. Drafted a detailed analysis of Jones Day's IT Notification and Escalation process, then crafted new procedures to better define and streamline the process to ensure that local offices receive timely communication of issues which impact them.

Created and managed the iManage escalation center to provide 24x7 2nd level support during the global implementation period. Arranged physical location, telephones and hardware for personnel, coordinated staffing with all Jones Day 2nd level group managers. Managed large staff of 1st and 2nd level personnel as well as outside contractors brought in to supplement Jones Day personnel. Created call collection and escalation/resolution tracking procedures and provided daily status reports on all open issues. Pursued all reported issues through resolution and user notification. Worked closely with all iManage teams to ensure optimum support to local offices during this period.

MANCO, INC.
Avon, Ohio
1994 - 2001

2000 - 2001 — Lotus Notes Administrator

Administered mail and application servers in a network with several remote locations and multiple domains. Performed daily/weekly monitoring and troubleshooting, and managed security. Provided client and server support to Help Desk personnel and end-users.

Upgraded Lotus Notes environment from R4 to R5, including servers and clients. Created end-user training documentation utilized for in-house classroom training of Notes R5, coordinated training and upgrade schedules. Provided training to help desk personnel. Coordinated rollout of SameTime, testing and evaluating benefits and drawbacks, as well as impact on servers, bandwidth, and end-users.

MANCO, INC.

Avon, Ohio

1994 - 2001

1997 - 2000 — **Network Administrator**

Served as second level support, resolving network, client and application issues. Performed application installations, printer management, overall network management functions. Worked with wiring, backbone and connectivity issues. Functioned as a liaison between end-users and first level Help Desk personnel.

Managed Novell (NDS) environment of 300 nodes, including multiple file servers. Led Technology Team, researching new hardware and software applications for possible implementation. Planned and performed relocation of our largest remote office, including network infrastructure, moving servers and testing connectivity and redundancy. Hired, trained and supervised new help desk personnel.

1996 - 1997 — **Help Desk Analyst**

Served as first-level Help Desk support for local and remote offices, resolving network, client and application issues. Performed basic network management functions. Developed end-user training program, including training on various applications and operating systems, and provided training to new users.

Created Windows 95/Lotus Notes R4 end-user documentation, coordinated upgrade schedules, conducted 30+ training classes. Improved Level 1 Help Desk call resolution by approximately 200%. Designed and implemented new call tracking and resolution recording system.

1994 - 1996 — **Sales Department Coordinator**

Worked with Vice President of Sales to coordinate a large sales group and departmental administrative assistants. Analyzed sales data and reports, implemented new directory structure to improve file retrieval and to eliminate redundant file creation.

Instituted training program for all new departmental employees on sales specific systems. Supervised departmental assistants. Interviewed sales and administrative assistant candidates, made hire/fire recommendations.

EDUCATION
Kaplan College, Major: IT Business Management

CERTIFICATIONS
Certified Lotus Specialist in Lotus Notes R5 System Administration
Certified Novell Administrator

SKILLS
Lotus Notes Domino R5 Administration, Servers, and Infrastructure
Network Infrastructure Support and Administration in a Windows/NT/Novell Environment
Hardware support of servers and workstations
Software support for a wide variety of applications on various platforms.

Evaluations

JONES DAY.

COLUMBUS OFFICE
STAFF PERFORMANCE EVALUATION

2003

EMPLOYEE: Jerri DelRiesgo EVALUATOR: Cindy Gifford

DEPARTMENT: Global Information Services

JOB TITLE: Office Global Information Services Assistant

Exposure to employee's performance within the last 12 months: ☐ Extensive ☐ Moderate ☐ Limited

Section	PERFORMANCE CRITERIA	Outstanding	Exceeds Requirements	Satisfactory	Needs Improvement	Unsatisfactory	Not Applicable
WORK-RELATED SKILLS	1. Understanding of and level of proficiency in:						
	Operating system environments			✓			
	Jones Day standard software applications		✓				
	Hardware configurations		✓				
	PC/JDNET integration		✓				
	Clients/servers			✓			
	Networking and communications			✓			
	Troubleshooting and diagnostics		✓				
	2. Understanding of and adherence to established GIS policies and procedures		✓				
	3. Ability to choose appropriate action in event of emergency or critical need			✓			
	4. Quality of work		✓				
	5. Speed of work		✓				
	6. Assumption of active role in skill development and enhancement			✓			
JOB EXECUTION	1. Follow-through on instructions		✓				
	2. Judgment			✓			
	3. Response to pressure and changes in instructions, systems, needs and priorities		✓				
	4. Demonstration of initiative		✓				
	5. Teamwork, including assisting others during idle periods		✓				
	6. Mastery of new skills and processes, as necessary		✓				
	7. Acceptance of guidance and application of constructive feedback to improve work performance		✓				
	8. Adherence to established department, Office and Firm procedures		✓				
TIME MANAGEMENT	1. Prioritization of multiple work assignments		✓				
	2. Communication regarding whereabouts, and practice of limiting personal time away from department		✓				
	3. Working of overtime, as necessary		✓				
	4. Practice of limiting number and duration of personal telephone calls			✓			
	5. Punctuality; beginning and returning to work on time		✓				
	6. Maintenance of good attendance record; appropriate management of leave		✓				
INTER-PERSONAL	1. Effectiveness of communication with department supervisory and Office and Firm administrative staff		✓				
	2. Effectiveness with lawyers and other staff throughout the Office and Firm		✓				
	3. Professional and constructive approach to work, Office and Firm		✓				

Please provide a brief narrative of this employee's strengths and areas needing improvement:

Jerri has performed an excellent job this year in all aspects of her position. She has been diligent in taking on new tasks and handling them effectively. One of the larger projects was taking on responsibility for the faxes. She has inventoried all equipment, organized the workflow and generally cleaned up ~~all the~~ what was a huge mess. Jerri is quick to respond to users requests. She is organized and efficient. I appreciate her good work ethic and initiative. Jerri is an asset to Jones Day and GIS.

Please list developmental goals, skills or areas in which you would like this employee to focus for the coming year:

As we have signed up with New Horizons, I would like to see Jerri take advantage of these classes. We will work together to schedule attendance.

Signed by Evaluator: Cynthia Gifford Date: 5-3-03

Have you discussed your evaluation with the employee? YES/NO (YES circled)

Signed by Employee: Jerri L DuBuisson Date: 5-6-03

THIS EVALUATION WILL BE OPEN TO THE EMPLOYEE

JONES DAY

COLUMBUS OFFICE

2003

PERFORMANCE EVALUATION ADDITIONAL COMMENTS

Please use this form to submit any desired comments regarding any employee whose performance you would like to comment upon, but whom you have not been asked to evaluate in the course of the annual evaluation process.

EMPLOYEE: Jerri Del Rosario EVALUATOR: Jim King

DEPARTMENT: ISS

JOB TITLE: ISS Assistant

Exposure to employee's performance within the last 12 months: ☐ Extensive ☐ Moderate ☐ Limited

Circumstances prompting comments:

Comments:

A first-rate employee -- very helpful whenever I call.

Signed by Evaluator: [signature] Date: 5/19/03

Have you discussed your evaluation with the employee? YES/NO

Signed by Employee: Date:

THIS EVALUATION WILL BE OPEN TO THE EMPLOYEE

JONES DAY

COLUMBUS OFFICE
STAFF PERFORMANCE EVALUATION

2002

EMPLOYEE: Jerri DelRiesgo

EVALUATOR: Cindy Gifford

DEPARTMENT: Global Information Services

JOB TITLE: Global Information Services Assistant

Exposure to employee's performance within the last 12 months: ☑ Extensive ☐ Moderate ☐ Limited

	PERFORMANCE CRITERIA	Outstanding	Exceeds Requirements	Satisfactory	Needs Improvement	Unsatisfactory	Not Applicable
WORK-RELATED SKILLS	1. Understanding of and level of proficiency in:						
	Operating system environments			✓			
	Jones Day standard software applications			✓			
	Hardware configurations			✓			
	PC/JDNET integration		✓				
	Clients/servers			✓			
	Networking and communications			✓			
	Troubleshooting and diagnostics			✓			
	2. Understanding of and adherence to established GIS policies and procedures		✓				
	3. Ability to choose appropriate action in event of emergency or critical need			✓			
	4. Quality of work			✓			
	5. Speed of work			✓			
	6. Assumption of active role in skill development and enhancement			✓			
JOB EXECUTION	1. Follow-through on instructions		✓				
	2. Judgment				✓		
	3. Response to pressure and changes in instructions, systems, needs and priorities			✓			
	4. Demonstration of initiative		✓				
	5. Teamwork, including assisting others during idle periods			✓			
	6. Mastery of new skills and processes, as necessary			✓			
	7. Acceptance of guidance and application of constructive feedback to improve work performance			✓			
	8. Adherence to established department, Office and Firm procedures		✓				
TIME MANAGEMENT	1. Prioritization of multiple work assignments			✓			
	2. Communication regarding whereabouts, and practice of limiting personal time away from department			✓			
	3. Working of overtime, as necessary						✓
	4. Practice of limiting number and duration of personal telephone calls			✓			
	5. Punctuality; beginning and returning to work on time				✓		
	6. Maintenance of good attendance record; appropriate management of leave				✓		
INTER-PERSONAL	1. Effectiveness of communication with department supervisory and Office and Firm administrative staff			✓			
	2. Effectiveness with lawyers and other staff throughout the Office and Firm			✓			
	3. Professional and constructive approach to work, Office and Firm				✓		

Please provide a brief narrative of this employee's strengths and areas needing improvement:

Jerri is very detailed oriented. I depend on her skills to perform ~~to~~ complete and thorough follow-through on assigned tasks. Jerri is very good at documenting procedures. If Jerri is assigned a task, she will follow-through and do a complete job. Jerri is always willing to pitch in and help out wherever necessary. She is eager to learn new skills.

At the time of this writing, there is a concern over attendance. This was addressed in a separte meeting and our concern has been in the 5 weeks since she returned from leave. Attendance prior to that time was satisfactory.

Note on 6/15/02 - Jerri's attendance and attention to her job has improved since our meeting with her. cg.

Please list three developmental goals, skills or areas in which you would like this employee to focus for the coming year:

1. Focus on making attendance a priority.
2. Continue to increase technical knowledge.
3. Continue to work on communication skills.

Signed by Evaluator: Cynthia Gifford Date: 5-17-02

Have you discussed your evaluation with the employee? YES/NO (YES circled)

Signed by Employee: Jerri DelRusso Date: 5-18-02

THIS EVALUATION WILL BE OPEN TO THE EMPLOYEE

JONES DAY

COLUMBUS OFFICE

2002

PERFORMANCE EVALUATION ADDITIONAL COMMENTS

Please use this form to submit any desired comments regarding any employee whose performance you would like to comment upon, but whom you have not been asked to evaluate in the course of the annual evaluation process.

EMPLOYEE: Jerri/Scott DelBiaggio Stevens

EVALUATOR: Jim Kein

DEPARTMENT: ISS

JOB TITLE:

Exposure to employee's performance within the last 12 months: ☐ Extensive ☐ Moderate ☐ Limited

Circumstances prompting comments:

Regular contact

Comments:

Both Jerri and Scott do an excellent job supporting Day needs in the technology area

Signed by Evaluator: [signature] Date: 5/23/02

Have you discussed your evaluation with the employee? YES/NO

Signed by Employee: [signature] Jerri DelBiaggio Date: 6-18-02

THIS EVALUATION WILL BE OPEN TO THE EMPLOYEE

000294

JONES DAY

HOUSTON OFFICE
STAFF PERFORMANCE EVALUATION

2003

EMPLOYEE: Ava Slaughter EVALUATOR: Terry Crum

DEPARTMENT: Global Information Services

JOB TITLE: Technical Support Specialist

Exposure to employee's performance within the last 12 months: ☐ Extensive ☐ Moderate ☑ Limited

	PERFORMANCE CRITERIA	Outstanding	Exceeds Requirements	Satisfactory	Needs Improvement	Unsatisfactory	Not Applicable
WORK-RELATED SKILLS	1. Understanding of and level of proficiency in:						
	Operating system environments						✓
	Jones Day standard software applications						✓
	Hardware configurations						✓
	PC/JDNET integration						✓
	Clients/servers						✓
	Networking and communications						✓
	Troubleshooting and diagnostics						✓
	2. Understanding of and adherence to established GIS policies and procedures						✓
	3. Ability to choose appropriate action in event of emergency or critical need						✓
	4. Quality of work						✓
	5. Speed of work						✓
	6. Assumption of active role in skill development and enhancement						✓
JOB EXECUTION	1. Follow-through on instructions						✓
	2. Judgment						✓
	3. Response to pressure and changes in instructions, systems, needs and priorities						✓
	4. Demonstration of initiative						✓
	5. Teamwork, including assisting others during idle periods						✓
	6. Mastery of new skills and processes, as necessary						✓
	7. Acceptance of guidance and application of constructive feedback to improve work performance						✓
	8. Adherence to established department, Office and Firm procedures						✓
TIME MANAGEMENT	1. Prioritization of multiple work assignments						✓
	2. Communication regarding whereabouts, and practice of limiting personal time away from department						✓
	3. Working of overtime, as necessary						✓
	4. Practice of limiting number and duration of personal telephone calls						✓
	5. Punctuality; beginning and returning to work on time						✓
	6. Maintenance of good attendance record; appropriate management of leave						✓
INTER-PERSONAL	1. Effectiveness of communication with department supervisory and Office and Firm administrative staff						✓
	2. Effectiveness with lawyers and other staff throughout the Office and Firm						✓
	3. Professional and constructive approach to work, Office and Firm						✓

JONES DAY

HOUSTON OFFICE

2003

PERFORMANCE EVALUATION ADDITIONAL COMMENTS

Please use this form to submit any desired comments regarding any employee whose performance you would like to comment upon, but whom you have not been asked to evaluate in the course of the annual evaluation process.

EMPLOYEE: Ava Slaughter EVALUATOR: TERRY CRUM

DEPARTMENT: GIS

JOB TITLE: Technical Support Specialist

Exposure to employee's performance within the last 12 months: ☐ Extensive ☐ Moderate ☐ Limited

Circumstances prompting comments:

SEE Attached!

Comments:

Signed by Evaluator: [signature] Date: JUNE 2, 2003 Have you discussed your evaluation with the employee? YES/NO

Signed by Employee: Ava Slaughter Date: 6/27/03

THIS EVALUATION WILL BE OPEN TO THE EMPLOYEE

000296

Brief Narrative of Employee Strengths and Areas Needing Improvement:

There is a bit of a disconnect between Ava and the Global organization. She seldom attends conference calls (Operations and Regional) and when she is there, she rarely participates or contributes. Because there are many ideas and problem resolutions discussed during these meetings, non-participation leaves her office at somewhat of a disadvantage.

She isn't as well-connected into the Global organization as her peers and often that will leave her somewhat uninformed. It can be difficult at times to reach her by either phone or email.

List of Developmental Goals, Skills and Areas for Focus for the Coming Year:

The Global organization would like to see more input from Ava and greater participation on calls and projects. This would benefit her office by aligning it more closely into the overall Firm GIS organization.

Being the single GIS resource in the office, she needs to work harder to get the users to utilize other Firm resources, such as 6-Help. Admirably, she is committed to helping her users, but there are support systems in place to ease that burden and encouaging her users to access these resources would free up her time to participate in Global activities and/or project work.

For larger initiatives and roll-outs, the perception exists at the Firm level that she is unable to provide the leadership and organization needed to complete the work. Ava could possibly benefit from some Project Management or Management and Leadership training to shore up skills in those areas.

JONES DAY

HOUSTON OFFICE
STAFF PERFORMANCE EVALUATION

2003

EMPLOYEE: Ava Slaughter

EVALUATOR: Kevin Richardson

DEPARTMENT: Global Information Services

JOB TITLE: Technology Support Specialist

Exposure to employee's performance within the last 12 months: ☑ Extensive ☐ Moderate ☐ Limited

	PERFORMANCE CRITERIA	Outstanding	Exceeds Requirements	Satisfactory	Needs Improvement	Unsatisfactory	Not Applicable
WORK-RELATED SKILLS	1. Understanding of and level of proficiency in:						
	Operating system environments		✓				
	Jones Day standard software applications		✓				
	Hardware configurations		✓				
	PC/JDNET integration		✓				
	Clients/servers		✓				
	Networking and communications		✓				
	Troubleshooting and diagnostics		✓				
	2. Understanding of and adherence to established GIS policies and procedures			✓			
	3. Ability to choose appropriate action in event of emergency or critical need		✓				
	4. Quality of work		✓				
	5. Speed of work			✓			
	6. Assumption of active role in skill development and enhancement				✓		
JOB EXECUTION	1. Follow-through on instructions			✓			
	2. Judgment			✓			
	3. Response to pressure and changes in instructions, systems, needs and priorities			✓			
	4. Demonstration of initiative			✓			
	5. Teamwork, including assisting others during idle periods						✓
	6. Mastery of new skills and processes, as necessary		✓				
	7. Acceptance of guidance and application of constructive feedback to improve work performance			✓			
	8. Adherence to established department, Office and Firm procedures		✓				
TIME MANAGEMENT	1. Prioritization of multiple work assignments			✓			
	2. Communication regarding whereabouts, and practice of limiting personal time away from department			✓			
	3. Working of overtime, as necessary	✓					
	4. Practice of limiting number and duration of personal telephone calls						✓
	5. Punctuality; beginning and returning to work on time			✓			
	6. Maintenance of good attendance record; appropriate management of leave		✓				
INTER-PERSONAL	1. Effectiveness of communication with department supervisory and Office and Firm administrative staff				✓		
	2. Effectiveness with lawyers and other staff throughout the Office and Firm			✓			
	3. Professional and constructive approach to work, ~~Office~~ and Firm			✓			

Kevin Richardson 6/7/03

000298

Employee: Ava Slaughter
Department: GIS
Job Title: Technology Support Specialist

Evaluator: Kevin Richardson

Please provide brief narrative of this employee's strengths and areas needing improvement:

Ava is a hard worker with a solid understanding of computer hardware and related technology. Her technical skills notwithstanding, Ava continues to struggle to keep organized and to effectively and timely communicate with me, lawyers and/or staff. Both of these skills are paramount to effectively respond to the demands of a growing office.

Please list three developmental goals, skills or areas in which you would like this employee to focus for the coming year:

(1) Ava must get better organized to manage workflow. Get rid of the junk in her office, GIS workroom, server room and phone room;
(2) Effective and timely communication; consistent approach re: same.
(3) Increased participation and contribution on Firm GIS Operation calls.

Ava Slaughter 6/27/03

JONES DAY.

HOUSTON OFFICE

2003

PERFORMANCE EVALUATION ADDITIONAL COMMENTS

Please use this form to submit any desired comments regarding any employee whose performance you would like to comment upon, but whom you have not been asked to evaluate in the course of the annual evaluation process.

EMPLOYEE: Ava Slaughter EVALUATOR: Aaron C. Gard

DEPARTMENT: GIS

JOB TITLE:

Exposure to employee's performance within the last 12 months: ☐ Extensive ☒ Moderate ☐ Limited

Circumstances prompting comments:

I've been dealing w/ a lot of information at BP, much of which has been put on CDs. From thousands of emails, to power trader audio, Ava has been a big help when it comes to compiling the information, & getting multiple copies made to distribute to anyone & everyone. Whenever I've asked for her help, she's responded! She has really proven herself to be someone I could call on in a crunch for her help.

Comments:

Signed by Evaluator: [signature] Date: 5/17/03

Have you discussed your evaluation with the employee? YES/NO (NO circled)

Signed by Employee: [signature] Date: 6/27/03

THIS EVALUATION WILL BE OPEN TO THE EMPLOYEE

000300